

SFD Dispatch Policy and Guideline Manual

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Effective: August 6, 2008

MISSION STATEMENT OF THE SPRINGDALE FIRE DEPARTMENT

The Springdale Fire Department exists to enhance the quality of life in Springdale by minimizing the devastating effects of fires, medical emergencies, and natural and artificial disasters.

GOALS OF THE SPRINGDALE FIRE DEPARTMENT

Provide the highest quality emergency, fire, rescue and medical response services.

Provide a pro-active, community based fire and safety education and prevention environment.

Respond to any hazardous substance release to mitigate, control, and confine the substance to minimize its negative impact upon the community.

Participate with other agencies to provide a broad based, emergency response and safety oriented environment.

Without fail, we are always prepared to protect and provide for our customers - The Citizens of Springdale!

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MISSION STATEMENT OF THE EMERGENCY DISPATCH CENTER

The mission of the Springdale Emergency Dispatchers is to provide professional communications, quality customer service, and support to the citizens, Springdale firefighters and police officers.

GOALS OF THE EMERGENCY DISPATCH CENTER

Provide proper and professional communications

Provide a supporting role to the Springdale Fire and Police Departments

Utilize teamwork to achieve excellence

Improve in all of the above areas through continuing education

CODE OF ETHICS OF THE EMERGENCY DISPATCH CENTER

Springdale Emergency Dispatchers should endeavor to put the needs of the public above their own.

Springdale Emergency Dispatchers shall obey all laws and regulations, and should avoid any conduct or activity which may cause unjust harm to the citizens of Springdale.

Springdale Emergency Dispatchers should continually seek to maintain and improve their professional knowledge, skills and competence.

Springdale Emergency Dispatchers should establish and maintain honorable relationships with their dispatch peers and with all those who rely on their professional skill and judgment.